

November 6, 2002

Mary Cottrell
Secretary
Department of Telecommunications & Energy
Commonwealth of Massachusetts
One South Station, 2nd Floor
Boston, Massachusetts 02110

Re: Provision of Dual Party Relay Services

Dear Ms. Cottrell:

I am writing to inform the Department that Verizon Massachusetts ("Verizon MA") has reached an agreement with Vista Information Technologies Inc. (Vista") to continue to provide Dual Party Relay Services ("DPRS") in Massachusetts. Vista has been Verizon MA's DPRS provider since May 1999. Verizon MA's current contract with Vista expires on June 30, 2003.

The existing contract between Verizon MA and Vista is the result of a competitive bidding process. On July 15, 1998, pursuant to the terms of the Department-approved Settlement Agreement in D.P.U./D.T.E. 96-118 (MCI Complaint Proceeding), Verizon MA filed with the Department a Request For Proposal ("RFP") for DPRS. The Department approved that RFP, with minor modifications, in December 1998. The Department determined that the terms of that RFP passed the reasonable and appropriateness standard and, therefore, provided for a reliable, quality service at the lowest cost to consumers. D.T.E. 98-73, *Order*, at 16.

After reviewing the bids submitted, Verizon MA awarded the contract for provision of DPRS to Vista. In accordance with that contract, Vista must comply with all regulatory requirements of the Federal Communications Commission ("FCC") and the Department, as well as all other applicable laws. Vista has demonstrated consistently high quality service performance levels since it began providing DPRS in May 1999. Accordingly, Verizon MA has negotiated with Vista for a continuation of its provision of DPRS for another two years, with an option for continued service for a third and fourth

year. Under the terms of that arrangement, Vista has agreed to provide additional features and functionality at lower prices and at the same quality of service levels. Vista's continued provision of DPRS will ensure that the Department's standard to deliver quality service at reasonable prices is met.

If you have any questions, please feel free to call me.

Sincerely,

cc: Michael Isenberg, Esq.
April Mulqueen, Esq.